

NC Department of Health and Human Services
Division of Services for the Deaf and Hard of Hearing

ENSURING MEANINGFUL ACCESS TO VICTIMS OF DOMESTIC VIOLENCE WHO ARE DEAF, HARD OF HEARING, AND DEAFBLIND

Webinar #3 of 3
Communication Equity: How to Make it Happen?

Ashley Benton, MSW, Deaf/DeafBlind Services Coordinator
Blaire Johnston, M.ED, CRC, Charlotte Regional Center Manager
Tony Davis, MSW, Accessibility Resources Coordinator

May 18, 2022

Training Objectives for Webinar 3

- Understand different communication breakdowns that can happen when accommodations are not provided.
- Understand the different types of communication accommodations used by Deaf, Hard of Hearing and DeafBlind individuals.
- Learn some strategies to secure communication accommodations when needed.
- Learn some basic communication tips when working with populations with hearing loss.
- Learn how you can be an ally for Deaf, Hard of Hearing and DeafBlind Domestic Violence Survivors.

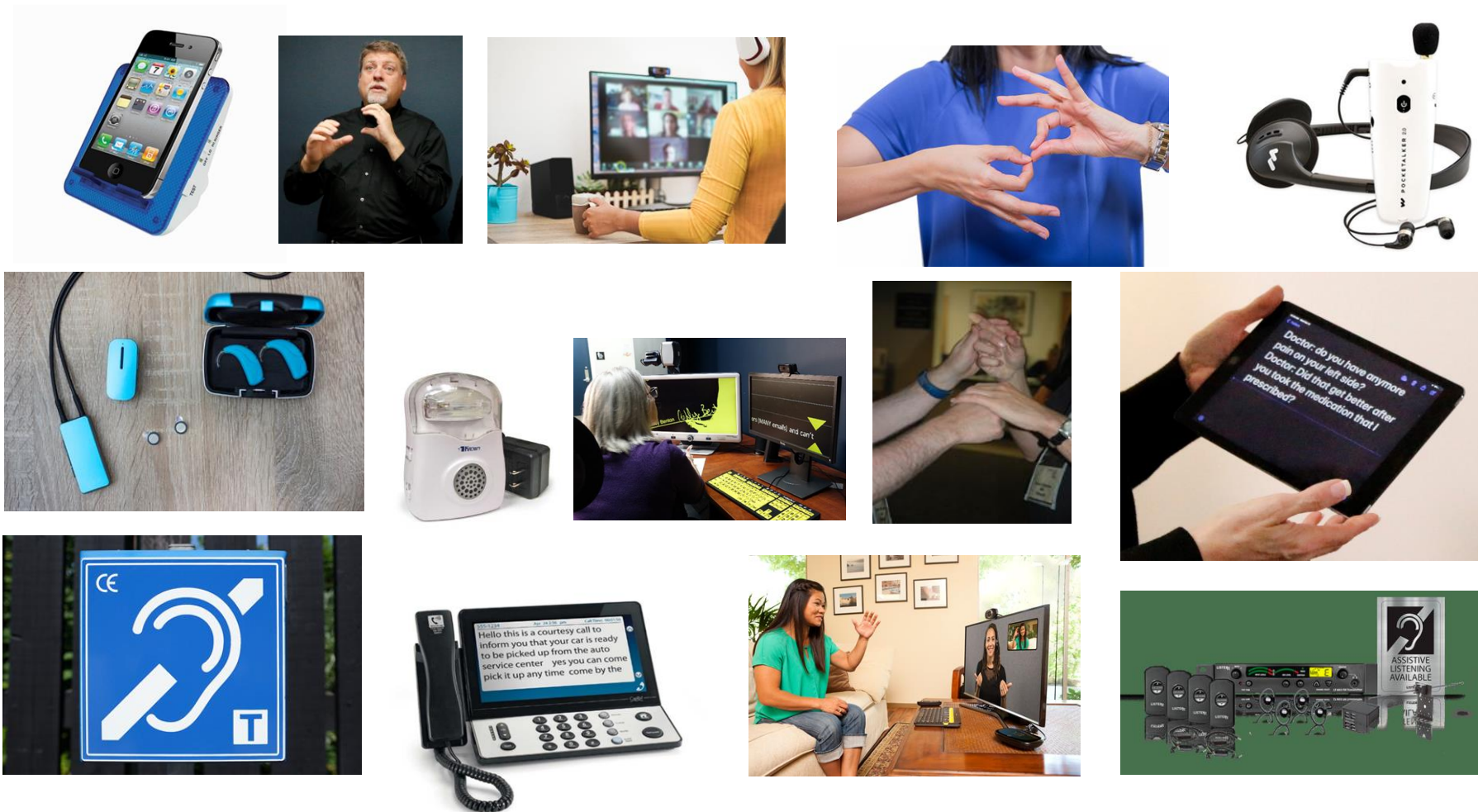


Common Communication Breakdowns With Deaf, Hard of Hearing and DeafBlind

Breakdown	Result
<ul style="list-style-type: none"> • Specific accommodation such as ASL, Interpreter, CART or personal amplifier is not provided 	<ul style="list-style-type: none"> • Consumer has no way of effectively communicating • Little to no participation
<ul style="list-style-type: none"> • Provider assumes that they know what accommodation will work best for a consumer and schedule that 	<ul style="list-style-type: none"> • The consumer may not be able to use the accommodation • No effective communication takes place
<ul style="list-style-type: none"> • Consumer is asked to give consent or sign something without having appropriate communication accommodation 	<ul style="list-style-type: none"> • There is no true consent • The signature is not valid
<ul style="list-style-type: none"> • An accommodation is not scheduled for appointment and the consumer is not informed • The consumer does not receive confirmation of accommodation 	<ul style="list-style-type: none"> • Consumer unable to communicate • Appointment must be rescheduled leading to harm • Confusion leads to missed appointment • Lost trust in provider
<ul style="list-style-type: none"> • consumer 	<ul style="list-style-type: none"> • Feelings of being degraded • Misunderstanding and confusion • Lack of compliance • Lack of trust

Types of Communication Accommodations

One size fits all? Not!



Deaf & DeafBlind Survivors Might Need

- Qualified American Sign Language interpreters for group, individual meetings and events
- Videophone for telecommunications
- Accessible trainings
- Other accommodations as requested by the individual



Qualified ASL Interpreter

Per the Americans with Disabilities Act, a qualified interpreter must have the following skills:

The ability to effectively interpret spoken English into American Sign Language

The ability to effectively interpret American Sign Language into spoken English

The ability to remain impartial

The ability to use any specialized vocabulary

The ability to maintain the NAD-RID Code of Professional Conduct

Note: In North Carolina, an interpreter is required to have a license from the NC Interpreter Transliterator Licensure Board in order to interpret.

NAD = National Association of the Deaf
RID = Registry of Interpreters for the Deaf

Do These People Meet the Criteria?

- **Family member**
- **Staff member**
- **Volunteer**
- **Video Remote Interpreter**
- **Video Relay Service Interpreter**

The individuals listed above may not be qualified because they do not meet all five criteria listed for qualified interpreters. However, in an emergency situation it might be necessary to use one of the above individuals to assist with communication until a qualified interpreter arrives.

Considerations When Hiring

Time frame - The sooner the better!

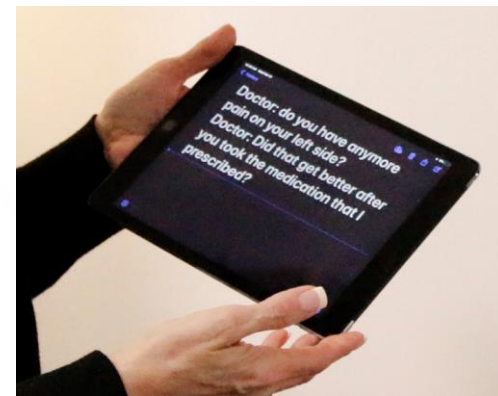
- Due to high demand, it is best to start contacting interpreters/agencies when the request is received to ensure availability.
- Allow time to discuss all the necessary details of the assignment. i.e., location, time, length of appointment, topic, names of those involved, etc.
 - Discuss cancelation policy, if applicable.
 - [ASL Interpreter Directory](#): Use to find a sign language interpreter or agency

Costs

- Each agency and interpreter determines their own rate based on their skills, education, and years of experience. Feel free to call around to determine a range of rates for your area.
 - Typically, interpreters charge a 2-hour minimum per assignment.
 - It is standard to charge for mileage (IRS rate).
 - Weekends, nights, and holidays are usually an enhanced rate.

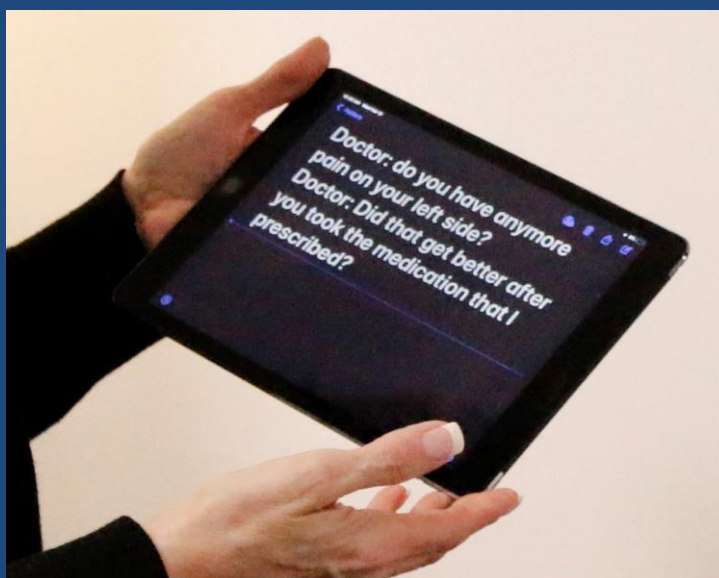
Hard of Hearing Survivors Might Need

- Communication Access Real-Time Translation (CART) for group, individual meetings and events
- Captioned or amplified phone for telecommunications
- Accessible trainings
- Other accommodations as requested by the individual



Communication Access Real-Time Translation (CART) Captioning

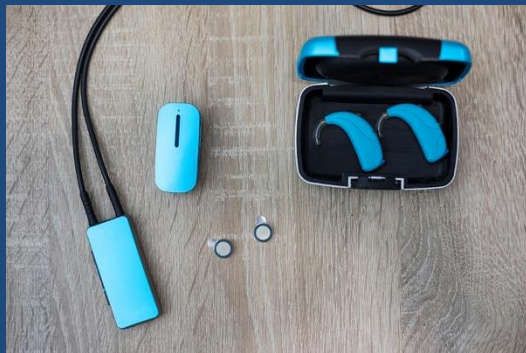
Typically for Hard of Hearing



- Resources
 - [CART Factsheet](#)
 - [CART Resource List](#): Use to find agencies that provide CART

Hearing Aids, Cochlear Implants and Hearing Assistive Technology

Typically for Hard of Hearing



Assistive Listening Devices

Typically for Hard of Hearing



Captioned or Amplified Phones

Typically Used by Hard of Hearing



Additional Accommodations



VRS, VRI: What's the Difference



**Video Relay Services
(VRS)**



**Video Remote Interpreting
(VRI)**



Basic Communication Tips

****Ask the individual what is the best way to effectively communicate****

- **Face the person directly**
- **Avoid having your back to bright light**
- **Minimize background noise, if possible**
- **Speak slowly and clearly, but do not exaggerate**
- **Do not shout**
- **Repeat or rephrase the word, sentence or question**

Be An Ally

- **Always identify yourself when speaking**
- **Recognize that each Deaf, Hard of Hearing, DeafBlind person is unique and ask for their preferred way of communicating**
- **Provide a qualified sign language interpreter or other requested accommodation(s)**
- **Adjust lighting or seating arrangements upon request**
- **Ensure written materials are available in accessible formats**
- **When creating videos or webinars ensure that there is an ASL interpretation and captioning embedded**
- **Inform DeafBlind people of changes in the environment such as furniture placement, closures, obstacles, and possible hazards**
- **Include text descriptions and audio/visual transcripts for photos and videos**
- **Include us in conversations like you would anyone else**

Resources

Mental Health:

- [RHA](#)

Employment:

- [Division of Vocational Rehabilitation](#)

Vision Loss:

- [Division of Services for the Blind](#)

Independent Living Skills:

- [NC Centers of Independent Living](#)

Hearing aids, assistive listening devices, and anything else:

- [Division of Services for the Deaf and Hard of Hearing](#)



What We Can Do Together



Communicate



Collaborate



Connect

We Will:

- Work intensively with agencies, organizations, and businesses
- Provide specialized knowledge
- Build staff capacity for effective communication with victims of domestic violence who have hearing loss

How Can You Help:

- Open the door for our staff
- Strategic approach to systems change
- Provide communication accessible meetings, trainings & services
- Expect that services offered statewide will be communication accessible

Revisit the Journey of a Deaf Domestic Violence Survivor

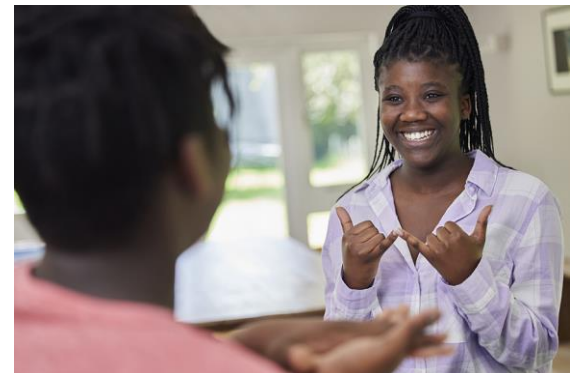
- Meet Myra Torrence again
- Watch for a second time, the testimonial of a personal journey of a Deaf victim of domestic violence navigating through the complex system of services
- Put learning into action
 - With your newly gained knowledge
 - What would you do for Myra if she came to you for help



Refresh yourselves

Communication Equity Series will be posted on the DOA website:

[Domestic Violence Commission | NC DOA](#)



Contact Us

Ashley Benton

Deaf/DeafBlind Services Coordinator

Videophone: (919) 741-4511

Office: (919) 855-6873

Ashley.Benton@dhhs.nc.gov

Blaire Johnston

Charlotte Regional Center Manager

Office: (704) 568-8558

Videophone: (704) 900-0212

Blaire.Johnston@dhhs.nc.gov

Tony Davis

Accessibility Resources Coordinator

Videophone: (919) 351-2206

Mobile: (919) 414-8887

Tony.Davis@dhhs.nc.gov



www.ncdhhs.gov/dsdhh

Or call us at (800) 851-6099



Like us on
Facebook

Questions?

